

NEW PASTA FRESCA VIP MEMBERSHIP SYSTEM

Frequently Asked Questions (FAQs)

OUR EXISTING VIP MEMBERS

Thanks to your consistent feedback, we have upgraded our system to make redemptions and tracking of your benefits more seamless.

Mobile number is now compulsory to prevent confusion and to ensure only valid members can avail the exclusive benefits we have in store for you. As such, membership benefits cannot be issued at the outlet without a valid member's latest mobile number. As this is a lifetime membership, some sign-ups can be dated more than 20 years ago and details may not be updated. Memberships without valid mobile number will need to be reinstated. Please see FAQs below to assist you.

How can I enjoy my VIP benefits now?

The primary form of identification is only by mobile number. You are required to key in your mobile number in a tablet provided by our staff to start enjoying your benefits.

I am a VIP Member but my profile cannot be found in the new system.

It may be a while since you've visited us and you may have changed your mobile number. There are also cases whereby mobile number was not given during sign-up in previous years.

How can I reinstate my membership with my current mobile number?

If you can recall your old mobile number or provide us with any other personal details at your consent, our HQ team will cross check to locate your membership. Once found and verified, your current mobile will be used to reinstate your membership.

Can reinstatement be done immediately at the outlet?

Reinstatement cannot be done at the outlet. Please email to our HQ team. They will investigate based on the information you provide. It may take at least 2-3 working days as HQ operates office hours.

Can I enjoy VIP benefits before my membership is reinstated?

The new system requires a valid mobile to issue benefits and there are certain steps that may require OTP (one time password), hence this cannot be executed if the system is not updated.

My old mobile number cannot be found in your new system / I have forgotten my old mobile number / I am not sure if I am already a member.

Please email our HQ team and they will assist you.

How can I track my benefits on the new system, such as expiry dates etc.?

Your personal profile and activity can be viewed at advocado.me on your mobile phone browser. Key in your mobile number and proceed to do a simple one time registration to set your password. You can track your benefits once you are registered.

I have unredeemed rebate points.

Rebate points from the periodic bonus issued through our old system ended on 13 Oct 2020. An announcement has been issued to all members to encourage redemption. As at 1 Dec 2020, we have introduced a new periodic bonus in a form of cashback. Details can be found overleaf.

Contact our HQ team at: VIP@pastafresca.com

Website: www.pastafresca.com